



RICHMOND
THE AMERICAN INTERNATIONAL
UNIVERSITY
IN LONDON

October 2012

Dear Fee Payer,

Please find enclosed your invoice/statement for the forthcoming **Spring 2013** semester which commences Monday 21st January 2013. **Please pay the amount shown on the statement.**

Please note the following important points:

- Due date for payment of fees (tuition **and** housing) for Spring 2013 is **1 December 2012**. Payment must be received and cleared in our bank by this date. *Any payments received after 1 December 2012 will be subject to a late payment penalty of £250.*
- If students have been certified and approved by the University as being eligible for US government financial aid before the due date, no late payment fee will be charged. Any balance **not** covered by the financial aid must be paid by the due date to avoid the late fee.
For financial aid queries please contact Mr Jason Elliot at jason.elliott@richmond.ac.uk or +44 20 8332 8244
- If payment/loan approval is not received or arrangements have not been made via the payment plan (see below) by 1 December, then the student will be dropped from registration and will only be able to re-register once payment has been made in full. By this time their preferred courses may be full. In addition, the student will incur a re-registration fee of £150.
- **Please make your payment in pounds sterling.**
- **Please take note of the policy on withdrawals and tuition refunds.** A 100% tuition refund is only available if the student notifies the University, in writing, before 5pm on 11th January. A 75% tuition refund applies to the period from 12th January to 5pm on 18th January, 50% from 19th January to 5pm on 25th January.
After 25th January no refund is available. The tuition refund policy is applicable even if the student did not formally register, but attends the University. Should you not have paid the fees by the time the student withdraws, then you will become liable for the appropriate amount due. The student must withdraw using approved University withdrawal policies to be entitled to any refund.
- **There is no refund of the room and board charge.** Please see your housing contract for details.
- If you are not able to pay the full amount due by 1 December, you may join the University's payment plan. Please contact the Finance Office for details and to apply for the plan. Please note that the payment plan cannot be joined *after* the payment due date.
- All students who joined Richmond in Fall 2005 or later except EU students who joined from 2012 onwards, who wish to take a sixth course in Spring 2013 will be charged £1,710 in addition to their full time fee. Registration for the sixth course can only take place during the add/drop period (21-25 January) and only after the fees have been paid in full.

If you have any questions, please do not hesitate to contact me on my direct line +44 (0) 20 8332 8209 or by e-mail at joseph.ramdas@richmond.ac.uk Thank you.

Kind Regards

Joseph Ramdas - Student Account Manager

QUEEN'S ROAD, RICHMOND UPON THAMES TW10 6JP, ENGLAND

Kensington Campus: 1 ST. ALBAN'S GROVE, LONDON W8 5PN, ENGLAND

Telephone: +44 (0)20 8332 8200 Fax: +44 (0)20 8332 3050 Website: www.richmond.ac.uk

Frequently Asked Financial Questions....

Q: When are the Spring 2013 fees due?

A: Payment for tuition and housing must be *cleared* in our bank by **1 December 2012**. Please allow sufficient time for postal services (if sending a cheque) and bank clearing systems (if sending a bank transfer)

- If Student Loans Company payment has been certified and approved by our Financial Aid Office by this date, it will be regarded as having met the payment deadline (assuming the loan is more than the total due. If this is not so, the balance must be paid by the due date).

Q: How can I make my payment?

A:

- ❖ By sending a bank transfer to:

HSBC, 67 George Street, Richmond, Surrey, TW9 1HG, UK.

Richmond University Account Number 01666088, Sort Code: 40-38-18

Swift Code: MIDLGB22 IBAN: GB78MIDL40381801666088

Please note that you are liable for any bank charges that arise.

Please state the student's name clearly on the transfer and fax a copy of the completed transfer to +44 (0)20 8940 7717.

- ❖ By sending a pounds sterling cheque directly to:

The Finance Office, Richmond University, Queen's Road, Richmond, Surrey, TW10 6JP, UK.

- ❖ By credit/debit card via telephone, email or in person. Please contact the Finance Office on +44 (0)20 8332 8223 or email finance@richmond.ac.uk

Q: What happens if my payment is received after the due date?

A: If payment is received after 1 December 2012, a late payment fee of £250 will be charged. To avoid this, please mail your cheque or send your bank transfer/credit card details well before the due date.

Q: Can I pay in instalments?

A: Yes. You may join the University's payment plan before the due date. The payment plan allows you to pay the total due in four equal instalments commencing 1 December and continuing on the 1st of each month thereafter. Please contact the Finance Office for further details and to join the payment plan.

Q: Do I get a refund if I decide not to attend Richmond?

A: A 100% tuition refund is only available if you notify the University, in writing, before 11 January. A 75% tuition refund applies to the period from 12 to 18 January, 50% from 19 to 25 January.

After 25 January no tuition refund is available. There is no housing refund after 1st December.

Q: Is there a difference in price if I move to a different room?

A: Some rooms have a supplement fee of between £55 and £1350 depending on size and standard. If you make a room change to a higher grade room, please check to see if there is any additional charge as it will be due immediately. If you make a room change to a lower grade room, any difference in cost will be reflected on the following semester's invoice.

If you have any further questions, please do not hesitate to contact the Finance Office

Tel: +44 (0)20 8332 8223 Email: finance@richmond.ac.uk